

Role profile for a: Customer Support Advisor**Salary: £23,500****Reports to: Team Leader****Band: B****Base location: Swindon / Newport / Billingham****Business Group**Operations – Customer
Support Services Contact
Centre

What it is like to work in the Customer Services Team

At UKSBS we place our customers at the heart of everything we do. So, our Customer Support teams are critical in ensuring we deliver a great experience, each and every time we interact with our customers. We make customer contact easy, convenient, and transparent for customers to enable a high-quality service to be delivered right first time, through our 'single front door' and appropriate triage. Our service delivery is underpinned by three customer commitments, delivered through our people who empathise and respond to customers in the most effective and appropriate way.

Our teams are energetic and have a passion for great customer service and they are often the first point of contact our customers have with our organisation. You will have the opportunity to work alongside some great colleagues who will doing a similar customer service role to you. Our Customer Support Advisors are a team who work mainly on the phone taking customer calls, but also support our customers by other channels.

We are investing in and growing our workforce, who we know will play a key role in supporting us to achieve our ambitions. In addition, we embrace a hybrid way of working which offers greater flexibility to our team members.

Our teams are made up of individuals with various levels of experience and from different working backgrounds. We have offices based in Swindon, Billingham, and Newport, and you can choose to work from the most suitable location for you.

You can work with us on a full time or part time basis with flexible start and finish times to meet our business needs. The core working hours are 08:00-17:00 Monday to Friday.

[For more information on our company benefits, please visit our website.](#)

Key responsibilities

- Being the first point of contact to take incoming calls for our customers, successfully managing, investigating and where possible, resolving all queries in line with our guidance and policies
- Offering great levels of customer service (via phone, email etc) and building and maintaining good relationships with customers and colleagues
- Taking ownership of accurately processing information required for our customers and accurately entering our systems, in line with service level agreements
- Working well with your colleagues to complete tasks and projects as well as team objectives

About UK SBS and our team

UK SBS is a public sector shared service centre providing high quality HR, Payroll, Finance, Procurement and IT services and expertise to our partners. We are proud of the part we play in enabling our partners to achieve the best outcomes for the British people and the UK economy.

The Operations Directorate is responsible for the day-to-day delivery of these services to our clients and customers, as well as providing subject matter expertise into key projects and programmes.

We are always looking for talented people who have the passion to do things better for our customers.

- Proactively look for ways to improve our services
- Managing and resolving customer calls efficiently and effectively.
- Ensuring that customer and client data is always handled securely.
- Excellent attention to detail so everything is recorded accurately
- Recognise and understand the importance of confidentiality

Opportunities to learn and develop

We value our employees and recognise the importance of ongoing professional development in enabling you to fulfil your career ambitions, now and in the future.

Whether you are starting out in your career as an apprentice, or a junior member of the team, or looking to build on existing experience, we can provide you with on-the-job training, coaching, to help you progress in your career

At any level, we offer the opportunity to widen your skills and experience by applying for other roles within the Customer Experience team and the wider organisation.

Team structure



UK SBS Vision, Mission, and Values

Our vision is to be the leading UK public sector business services provider, actively sought by government bodies by 2025.

We will achieve this vision by providing high quality and easy to use business services that add value to our partners, so they can focus on achieving the best outcomes for the British people and the UK economy.

Read more about our Vision, Mission and Values

Our Behaviours

- **Be Curious:** Bringing curiosity and constructive challenge to what you do and how you do it:
- **Take Action:** Following curiosity through with actionable steps, thinking about how to do things differently
- **Add Value:** Thinking about the value, purpose, quality, and impact of what you do.

<p>Knowledge, skills, and experience needed</p> <p>Essential:</p> <ul style="list-style-type: none"> • Passionate about providing good customer service • Excellent communication skills with the ability to build positive relationships with customers and colleagues • Accurate data entry skills and good attention to detail • Educated to GCSE level English and Maths (or equivalent qualifications) or the ability to work at this level. <p>Desirable:</p> <ul style="list-style-type: none"> • Customer service or phone based experience dealing with customers over the telephone • Experience of working in a busy environment with tight timescales • Experience of working in a shared services or similar customer focused environment • Previous HR, Payroll and/or Finance and Procurement experience or knowledge • Experience of using internal data base systems (e.g., Oracle) <p>What we expect from our people</p> <ul style="list-style-type: none"> • Ability to communicate clearly and professionally at all levels (verbal and written formats) whilst showing respect for others • General knowledge and experience of business IT systems, such as MS Office, and a willingness to develop your knowledge • Ability to organise and prioritise your time and your own workload to achieve your goals and objectives within the expected time frames • Positively work with your colleagues to share knowledge and support each other to achieve common goals and service delivery • Help to create a respectful, inclusive workplace which embraces and values diversity <p><i>We are UK SBS. We are creating a place where people love to work, a culture where we lead, we change, we deliver and we empower our people to be curious, take action and add value.</i></p>	<p>Equality of opportunity is central to our values and our success.</p> <p>Our vision is for equality, diversity, and inclusion (ED&I) to be firmly embedded in everything that we do. That means embracing diversity within our workforce and creating a supportive environment where everyone feels valued, able to be themselves, and excel.</p> <p>We recognise that diversity and an inclusive culture bring the variety of skills, thinking, and experiences that enable our people to shape and realise the ideas that drive improvement across our services.</p> <p>As a Disability Confident employer, we take positive action to enable and support talented individuals to demonstrate their skills and ability during the application process. We will happily make reasonable adjustments to enable you to demonstrate your talent, so if you need to do things differently, let us know.</p>